

# Work from Home- Now A Reality for Working Couples

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## ABSTRACT

*Work from home for working couples was a dream in a developing country like India. We Indians never had imagined that times will come when we could actually work from home, in this global pandemic (COVID-19) situation WFH has become a reality. In this paper numerous advantages, benefits, constraints and disadvantages of work from home are presented which can further be used in an empirical study.*

**Keywords:** COVID-19, Work from home, academics.

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## 1.0 Introduction

Working from home (also called telecommuting or telework, but hereafter referred to as “WFH”) is becoming an increasingly common practice. Home-based workers now span a wide spectrum of jobs, ranging from sales assistants and realtors to managers and software engineers, with a correspondingly wide range of incomes. Governments across the world have implemented social distancing and stay-at-home policies to stop the outburst of COVID-19.

Telework is defined as work that is performed from diverse locations (such as home) that enables workers to access to their labor activities by the use of information and communication technologies (Nilles, 1997; Perez et al., 2003). It has been considered as an alternative method of organizing work. By offering the possibility to work anywhere and anytime, telework has fascinated the attention of both academics and practitioners. It has been seen as a win-win scenario for employees and employers, making it possible to choose from diverse talents, to reduce real estate costs, to motivate employees, and to sustain employee work–family balance (Madsen, 2003).

## 2.0 ABCD Analysis of Working From Home Model

The various factors contributing under the four identified constructs like advantages, benefits, constraints, and disadvantages are derived by a qualitative data collection instrument namely focus group method (EM Rogers and S D Hunt ,1994) Advantages, Benefits, Constraints and Disadvantages (ABCD) of a business model can be used to analyze and comprehend the model in an effective way. As per this analysis technique (P S Aithal et al 2015), the effectiveness of a business model can be considered by identifying and analysing the advantages, benefits, constraints, and disadvantages by considering several issues like organizational objectives employers and employees perspective, customer/student perspective and environmental social prospective as in the block diagram of issues affecting working from home model.

As per ABCD technique we have to identify and analyse various factors and constituent critical elements under (a), (b), (c), (d), (e).

## 2.1 Advantages:

(a) Advantages from Organizations point of view,

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- (b) Employees Point of View,
- (c) Customers/Students point of view,
- (d) Society point of view,
- (e) Operational issues.

## 2.2 Benefits:

- (a) Benefits from Organizations point of view,
- (b) Employees Point of view,
- (c) Customers/Students point of view,
- (d) Society point of view
- (e) Operational issues.

## 2.3 Constraints:

- (a) Constraints from Organizations point of view,
- (b) Employees Point of view,
- (c) Customers/Students point of view,
- (d) Society point of view,
- (e) Operational issues.

## 2.4 Disadvantages:

- (a) Disadvantages from Organizations point of view,
- (b) Employees Point of view,
- (c) Customers/Students point of view,
- (d) Society point of view,
- (e) Operational issues.

## 3.0 ABCD Model for working from home

### Advantages of working from home model

S.No.	Issue	Factors affecting	Constituent elements
1	Organisational Issues	1. Less Investment 2. Diverse People or Workforce 3. New pattern to work 4. Organisational worth	1. High return 2. Specialized Individuals 3. Readiness to Change 4. Revenue generation
2	Operational Issues	1. Man power Utilisation 2. Cost effective 3. Less Time consuming 4. Flexible	1. Optimum utilization of resources 2. Less cost-higher return 3. Travel time reduced 4. Flexi time
3	Technological Issues	1. High level of technology 2. High dependency on technology 3. Expand 4. Talent	1. Preparedness of Employees 2. Quick & Instant 3. Employee empowerment
4	Employers and employees Issues	1. Reduces staff cost 2. saving of office space 3. Balancing life & work 4. Flexible working option	1. Control mechanism 2. Increases earning 3. More productive 4. Manpower supply more
5	Customers Issues	1. Work from anywhere 2. Faster service 3. Any time availability	1. Enhance life 2. Competition 3. Networking

		4. Price	4. Affordable
6	Social / Environmental Issues	1. Employment generation 2. Flexible working conditions 3. Stakeholders satisfaction 4. Eco friendly	1. Creating opportunities 2. Clean environment 3. Employee Relationship 4. Hazards minimized

### Benefits of working from home model

1	Organisational Issues	1. Financial stability 2. More productivity 3. Attracts & Retain staff 4. Employer brand	1. Less investment in terms of office space. 2. Working at your risk 3. More supply of manpower 4. Royal Employees
2	Operational Issues	1. Improved quality 2. Operational efficiency 3. Networking 4. Speed	1. Quality of work 2. Increases 3. Maintenance cost is less 4. Quick result
3	Technological Issues	1. Availability 2. Technical superior 3. Improves communication 4. Ability to handle	1. Cheap & affordable 2. Latest technology 3. Formal Vs. Informal 4. Easy & safer
4	Employers and employees Issues	1. Saves Employer Investment 2. Reduces unscheduled absence 3. Organisational structure 4. Mutuality	1. Equitable load 2. Better performance 3. Virtual 4. Interaction/ Networking
5	Customers Issues	1. Freedom of choice 2. Matching expectation 3. Fitting to the budget	1. 24x7 service 2. Customer Vs Employees 3. Paying capacity of customers
6	Social / Environmental Issues	1. Reduces traffic jam 2. Harmony with nature 3. Less stress 4. Improved economy	1. Pollution 2. Green habitat 3. Adaptation 4. Better living Condition

### Constraints of working from home model

1	Organisational Issues	1. Virtual organizational structure 2. Type of Business strategy 3. Leadership style	1. Role conflict 2. Not suited for manufacturing sector 3. Growth strategy 4. Democratic
2	Operational Issues	1. Scale of production 2. Labour force 3. Suppliers 4. Finance	1. Machinery 2. Skilled 3. Just in time 4. Healthy cash flow
3	Technological Issues	1. Full automation 2. Implementation expenses 3. Security breaches 4. Intensive training	1. Costly 2. Cost of hardware & software 3. Access to confidential data 4. Skilled labour force
4	Employers and employees Issues	1. Makes employers lazy 2. Communication 3. Difficult to maintain skilled staff	1. Difficult to manage home & office 2. Causes distraction 3. Training 4. Motivating benefits
5	Customers Issues	1. Reward system 2. Physical non availability 3. Customer tech savvy 4. Complicated products	1. Employees not in work place 2. Customer training 3. Educated customer 4. Communication medium

		5. Miscommunication	
6	Social / Environmental Issues	1. Social media 2. Too much information 3. Occupational hazards	1. Bad reasons 2. Choice of Good Vs. Bad 3. Computers/ Phone/Laptop 4. New Diseases

### Disadvantages of working from home model

1	Organisational Issues	1. Virtual 2. Assignment 3. Disassociation 4. Organisational type 5. Organisation strategy	1. Reporting authority 2. Weak culture Sector 3. Long/Short term
2	Operational Issues	1. Planning 2. Co-ordination becomes difficult 3. Operational control	1. Difficult 2. Tangible to intangible 3. Budget control
3	Technological Issues	1. Disconnectedness 2. Distractions 3. Expensive 4. Crimes	1. People from people 2. Games/ Shopping etc. 3. Purchasing cost 4. Frauds
4	Employers and employees Issues	1. Labour unions 2. Discouragement 3. Brand building 4. Absence of knowledge	1. Membership 2. More personal 3. Difficult 4. Continuous improvement of workers
5	Customers Issues	1. Availability of Employer 2. Fun environment 3. Organisational social entity	1. Race to office 2. Lost 3. Lost
6	Social / Environmental Issues	1. Generating e-waste 2. Face to face interaction 3. Fewer employment opportunities	1. Computers/ Mobiles 2. Lost 3. Less workforce

**4.0 Conclusion:** This paper presents the advantages, benefits, constraints and disadvantages of work from home, these factors can be further used for empirical study.

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